

AMENDMENTS TO THE CLAIMS

1-37. (Canceled)

38. (Currently Amended) A method in a voice response system of receiving input of a keyword, the method comprising:

providing a list of keywords of characters, each keyword having an output utterance that is an audio representation of the keyword;

providing a list of words, each word having an output utterance that is an audio representation of the word, each word being associated with a keyword in the provided list of keywords, and each word having a different spelling from its associated keyword;

receiving from a user a key sequence with a key of the key sequence representing multiple characters;

identifying from the received key sequence without other input from the user those keywords of the list of keywords whose initial characters match the possible characters of the received key sequence;

after identifying the keywords of the list that match,

outputting an output utterance corresponding to the words associated with each identified keyword; and

prompting the user to select an identified keyword by speaking the output utterance corresponding to the word associated with the keyword to be selected; and

after outputting the output utterances, inputting from the user an input utterance corresponding to one of the output utterances; and

recognizing the input utterance using a constrained recognition grammar that is constrained by the output utterances corresponding to the words associated with the identified keywords such that the input utterance can

only be recognized as a word associated with one of the identified keywords.

39. (Previously Presented) The method of claim 38 wherein the key sequence is a dual tone multi-frequency key sequence.

40. (Previously Presented) The method of claim 38 wherein the utterances of the identified keywords are output in an order based on a weighting factor.

41. (Previously Presented) The method of claim 40 wherein the weighting factor is based on an expected likelihood of the utterance being selected by the user.

42. (Previously Presented) The method of claim 40 wherein the weighting factor is based on access frequency associated with the utterances.

43. (Cancelled)

44. (Previously Presented) The method of claim 38 wherein the key sequence is a dual tone multi-frequency key sequence, and wherein the utterances of the identified keywords are output in an order based on a weighting factor.

45. (Previously Presented) The method of claim 38 wherein the inputting from the user a selection of one of the utterances includes the user speaking the selected utterance.

46. (Currently Amended) The method of claim 38 wherein the inputting from the user a selection of one of the utterances includes the user speaking an alphanumeric alphanumeric character associated with an utterance.

47. (Previously Presented) The method of claim 38 wherein the inputting from the user a selection of one of the utterances includes receiving from the user a selection of a key corresponding to the utterance.

48. (Currently Amended) A computer-readable medium encoded with instructions for controlling a voice response system to receive input of a keyword, by a method comprising:

providing a list of words, each word having an output utterance that is an audio representation of the word;

providing a list of keywords of characters, each keyword associated with a word in the provided list of words and each keyword having a different spelling from its associated word~~having an output utterance that is an audio representation of the keyword;~~

receiving from the user a key sequence with a key of the key sequence representing multiple characters, each key represented as a dual tone multi-frequency key;

identifying from the received key sequence without other input from the user those keywords of the list whose initial characters match the possible characters of the received key sequence;

after identifying the keywords of the list that match,

outputting an output utterance corresponding to the word associated with the identified keywords in an order based on a weighting factor for the utterances; and

prompting the user to select an identified keyword by speaking the output utterance corresponding to the word associated with the keyword to be selected; and

after outputting the output utterances, inputting from the user an input utterance corresponding to one of the output utterances; and

recognizing the input utterance using a constrained recognition grammar that is constrained by the output utterances corresponding to the words associated with the identified keywords such that the input utterance can only be recognized as a word associated with one of the identified keywords.

49. (Previously Presented) The computer-readable medium of claim 48 wherein the weighting factor is based on an expected likelihood of the utterance being selected by the user.

50. (Previously Presented) The computer-readable medium of claim 48 wherein the weighting factor is based on access frequency associated with the utterances.

51. (Cancelled)

52. (Previously Presented) The computer-readable medium of claim 48 wherein the inputting from the user a selection of one of the utterances includes the user speaking the selected utterance.

53. (Currently Amended) The computer-readable medium of claim 48 wherein the inputting from the user a selection of one of the utterances includes the user speaking an alphanumeric alphanumeric character associated with an utterance.

54. (Previously Presented) The computer-readable medium of claim 48 wherein the inputting from the user a selection of one of the utterances includes receiving from the user a selection of a key corresponding to the utterance.

55. (Currently Amended) A voice response system that receives input of a keyword from a user, comprising:

a component that provides a list of words and an output utterance for each of the words;

a component that provides a list of keywords of characters, each keyword having an output utterance that is an audio representation of the keyword associated with a word in the provided list of words and each keyword having a different spelling from its associated word;

a component that receives from a user a key sequence with a key of the key sequence representing multiple characters;

a component that identifies from the received key sequence without other input from the user those keywords of the list of keywords whose initial characters match the possible characters of the received key sequence;

a component that, after identifying the keywords of the list that match, outputs an output utterance corresponding to words associated with each of the identified keywords and prompts the user to select an identified keyword a word by speaking the output utterance corresponding to the word keyword to be selected; and

a component that, after outputting the output utterances, inputs from the user an input utterance corresponding one of the output utterances; and

a component that recognizes the input utterance using a constrained recognition grammar that is constrained by the output utterances corresponding to the words associated with the identified keywords such that the input utterance can only be recognized as a word associated with one of the identified keywords.

56. (Previously Presented) The system of claim 55 wherein the utterances are output before the prompting.

57. (Previously Presented) The system of claim 55 wherein the utterances are output after the prompting.